



**JIM GIBBONS**  
Governor

STATE OF NEVADA  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
AGING AND DISABILITY SERVICES DIVISION

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## **MINUTES**

Name of Organization: Subcommittee on Communication Services for Persons Who Are Deaf or Hard of Hearing and Persons with Speech Disabilities of the Nevada Commission on Services for Person with Disabilities (Nevada Revised Statute [NRS] 427.750)

Date and Time of Meeting: November 19, 2010  
9:30 A.M.

Location: Division of Child and Family Services  
West Neighborhood Care Center  
6171 W. Charleston Blvd. #8  
Las Vegas, Nevada 89146  
(702) 486-6120

I. Welcome and Introductions  
Linda Raymond, Subcommittee Chairperson

The meeting was called to order at 9:45 a.m.

Members Present: Betty Hammond, Dennis Granata, Merideth Aurs, Karen Pearl, Myron Goldman, Linda Raymond, Jana Spoor

Excused:

Guests: Gary Olsen, Member of the Commission on Services for Persons with Disabilities (CSPD); Edina Jambor, Executive Director for the Deaf and Hard of Hearing Advocacy Resource Center (DHHARC); David Strom, Sprint Representative

State Staff Present: Lisa Jones

Interpreters: Nina Osbourn and Ray Quartermus

- II. Approval of the Minutes from the July 16, 2010 Meeting\*  
Linda Raymond, Subcommittee Chairperson

CHANGES: Ms. Raymond asked that CCS be spelled out under item three and, under the second bullet of item four, Ms. Hammond clarify the name of the Interpreter Referral Agency that assisted in the making of the Emergency DVD.

Ms. Hammond asked that the spelling of Ms. Aurs' first name be corrected to "Merideth." Ms. Hammond also stated she will send out a draft of the Legislative Counsel Bureau (LCB) document to the board for the subcommittee to review.

MOTION: Karen Pearl made a motion to approve the minutes as corrected.  
SECOND: Jana Spoor

APPROVED: The motion carried.

- III. Chairperson Will Lead Subcommittee Discussion on the Following: Solicit Recommendations From the Subcommittee For Any Changes They Would Like to See in the Language of the Subcommittee Bylaws\*  
Linda Raymond, Subcommittee Chairperson

MOTION: Miss Raymond moved that discussion and/or action on this item be postponed until the next meeting of the subcommittee.  
SECOND: Karen Pearl

APPROVED: The motion carried.

- IV. Aging and Disability Services Division (ADSD) Staff Report <<Taken out of order as item #7>>  
Betty Hammond, Aging and Disability Services Division

- Briefly Speak about Emergency DVD and Give Members Copies

Ms. Hammond informed the subcommittee about a DVD project specifically for persons who use sign language to communicate. The Health Division paid for the project, ASL Communication also paid for some interpreter costs, and the DVD was produced with the Nevada Broadcaster's Association. DHHARC will use the DVD to train the Deaf community about disasters specific to Nevada.

- Present and Discuss the Public Utilities Commission (PUC) Budget for The Deaf and Hard of Hearing Advocacy Resource Center (DHHARC) and Relay Nevada for Fiscal Year 2012

Ms. Hammond solicited members for feedback about the PUC budget, highlighting possible changes from FY 11 to proposed FY 12. She reminded the subcommittee that the budget is due to the PUC by February 15, 2011.

Ms. Hammond asked the subcommittee whether they would support an added expenditure of \$4,791 to send her to the Registry of Interpreters for the Deaf convention. The subcommittee members expressed their support for her attendance since she is involved with the state interpreter regulations and Deaf programs. Ms. Hammond emphasized the need for her attendance at the National Association for State Relay Administration (NASRA) conference in order to keep up with—and keep the subcommittee updated on—the latest Federal Communications Commission trends. She also expressed her gratitude toward ADSD for allowing her to attend.

Subcommittee members expressed a desire to have at least five meetings a year instead of three. The subcommittee recognizes the shortage of interpreters in the North and supported asking the PUC for a part-time position for an interpreter at DHHARC. If the interpreter is referred out, any money made should be deducted from the money requested from the state. The subcommittee was concerned about asking for less for contract services in case the part-time staff position is not approved. If the position is approved the staff interpreter could coordinate workshops or interpreter mentoring situations. Miss Raymond recommended asking for a full-time position so the interpreter can be retained.

Ms. Hammond indicated an increase in travel funding has been requested for the DHHARC to do outreach to rural areas. Also, an approximately \$4,300 increase in Miss Jambor's travel budget has been requested in order to supervise new Las Vegas Staff, as requested by the DHHARC board. This would also allow her to meet with organizations in Las Vegas which may not have satellite offices in the North. The overall increase in budget would be approximately \$20,000.

#### V. Relay Nevada Report\*

David Strom, Sprint Representative

- Information Regarding Numbers of Calls Into Relay Nevada

Mr. Strom reported traditional relay services (TRS minutes) have declined over the years with migration to newer relay technologies. He stated captioned telephone (CapTel) numbers remain flat in Nevada but are increasing steadily in other states and predicts CapTel numbers will exceed TRS minutes in time. He explained the differences between the two models of CapTel available—the new 800 model and the 800i model (which uses the internet, eliminating the need for the state to pay for the minutes).

Mr. Strom reported on some new wireless applications for relay, including mobile Video Relay Service (VRS), which would be available through EVO phones. He also talked about the upcoming release of wireless CapTel applications that will be downloadable to mobile phones.

- Discuss Outreach Efforts and Solicit Ideas for Future Outreach Efforts

Mr. Strom distributed the Annual Sprint Relay report for last year and played the new “CapTel” outreach public-service announcement for the subcommittee. He also introduced the concept of a “Don’t Hang Up” campaign for Nevada, since many businesses and individuals tend to hang up on Relay Nevada calls.

VI. Report Regarding Activities of the Deaf and Hard of Hearing Advocacy Resource Center (DHHARC) <<Taken out of order as item #3>>  
Edina Jambor – Executive Director of DHHARC

Ms. Hammond stated she has provided the most recent DHHARC quarterly report to the members for the meeting today, and she will continue to forward these reports to subcommittee members as she receives them.

Ms. Jambor provided numbers for the agency, stating DHHARC served 155 new clients, but their goal is to serve 350 new clients during the current fiscal year. She explained that until October 2010 DHHARC was not fully staffed but is now fully staffed with nine staff members. In Las Vegas, two case managers work in specialized areas: one works with persons who have mental-health issues, and the other assists persons who are hard of hearing or late deafened. Ms. Jambor also talked about DHHARC’s outreach efforts for their services via posters.

Ms. Jambor addressed the shortage of adequately trained interpreters in northern Nevada and the rural areas, both in the community and in the schools. She stated this needs to be addressed to ensure equal communication access across the state and asked that the subcommittee help in addressing this issue especially in the northern rural areas. DHHARC plans to continue to work with other agencies to set up programs for methods of communication with deaf and hard of hearing (DHH) individuals and to provide equal access to their clients.

Ms. Jambor stated DHHARC plans to work with the Department of Employment, Training and Rehabilitation’s Bureau of Vocational Rehabilitation (VR) to set up programs for DHH clients. They are in the process of setting up, through VR, a fee-for-service reading program which will start in February to help Deaf adults become more fluent in English and therefore better able to apply for jobs. They are piloting the program in Las Vegas and hope to expand to northern Nevada. DHHARC is also trying to set up a program with VR and the Department of Motor Vehicles (DMV) to assist Deaf persons in passing DMV tests, as there are a lot of

test failures. DHHARC would provide a fee-for-service set of classes for DMV test preparation.

Ms. Jambor reported that through the Department of Health and Human Service's Health Division through the Early Identification Program, DHHARC will, on a fee-for-service basis, teach hearing parents of DHH children about the particular needs of their DHH children and what it takes to raise them. DHHARC is also working with the Department of Justice (DOJ) on a domestic violence informational program.

Ms. Jambor stated DHHARC is working with the school districts with the goal of providing programs that to bring students together for various activities and they are seeking grants to support these activities. DHHARC is promoting Camp SignShine participation for Las Vegas students. They have received a grant from Best Buy and support from Southwest Airlines to fly Las Vegas students to the North for this very important camp for DHH children and their siblings.

Ms. Jambor stated DHHARC's equipment program continues to be successful, but she noted there is a shrinking demand for teletype (TTY) equipment and a growing demand for video phones and Cap Tel for persons who are Hard of Hearing. Currently, there is a waiting list for individuals needing CapTel phones. Ms. Jambor queried the subcommittee regarding ideas for the increased need for CapTel phones, and subcommittee members suggesting asking for more support in the budget for funding for video remote interpreters (VRIs).

The members discussed at length the problem of a lack of good interpreters in the northern part of the state and in the rural areas. They also raised the issue of a lack of interpreter training programs and difficulty in getting individuals to attend the workshops that are available.

#### VII. Discussion and Formulation of a Mission Statement for the Subcommittee\*

MOTION: Miss Raymond moved that discussion and/or action on this item be postponed until the next meeting of the subcommittee.

SECOND: Karen Pearl

APPROVED: The motion carried.

#### VIII. Consider Agenda Items for Next Meeting\*

- Vocational Rehabilitation
- Open Meeting Law
- Solicit Recommendations from Subcommittee Members as to Changes They Would Like to See in the Language of Their Bylaws
- Discussion and Formulation of a Mission Statement for the Subcommittee\*

- Discussion and possible action regarding subcommittee representation at meetings of the Nevada Commission on Services for Persons with Disabilities

MOTION: Ms. Raymond moved that these items be placed on the agenda for the next meeting of the subcommittee.

SECOND: Karen Pearl

APPROVED: The motion carried.

IX. Schedule Next Meeting\*

The subcommittee members did not discuss scheduling of the next meeting.

X. Public Comment (No action may be taken upon a matter raised under public comment period unless the matter itself has been specifically included on an agenda as an action item.)

There was no public comment.

XI. Adjournment\*

The meeting was adjourned at 12:30 p.m.

\* Denotes items on which action may be taken.

NOTE: Items may be considered out of order.